

**REQUEST FOR INFORMATION**

**For**

**Utility Case Management System**

**by the**

**Delaware Public Service Commission**

**February 14, 2011**

## 1.0 INTRODUCTION

The Delaware Public Service Commission (hereinafter referred to as the "DPSC") is issuing this Request For Information (RFI) inviting Vendors to submit their capabilities and interests relative to the implementation of a Utility Case Management System that is compliant with State and Federal regulations. These submissions will be referred to in this document as Vendor Information Packages. The DPSC may reference this material as indicative of industry capabilities and interests, in the event the DPSC determines in the future to issue a Request For Proposals (RFP).

The material provided as the result of this RFI will not constitute any type of bidding process by the DPSC but may be used for informational purposes only, in the development of a RFP, which may or may not be issued in the future.

In the event of a future RFP and subsequent award, the DPSC intends that all proposed systems, software, and services be delivered, installed, implemented, acceptance tested, and in operation no later than July, 2011.

The purpose of this RFI is for planning purposes and to collect pertinent vendor-supplied information as solicited by this RFI. The DPSC will provide the Vendors wide latitude in preparing the Vendor Information Packages and invites the submission of a broad range of creative solutions.

This RFI is not intended to conflict with or usurp any existing contractual relationships between the DPSC and any Vendor.

## 1.1 BACKGROUND

The DPSC has the following objectives for issuing this RFI, with respect to the implementation of a Utility Case Management System:

- To enable preparation of a RFP for a fully integrated Utility Case Management System that will meet the needs of the DPSC for at least six (6) years following July, 2011;
- To obtain information on computer equipment, supporting systems, and services that are operationally sound, incorporate the highest level of integrity and security, and minimize risk for the DPSC, while leading to high customer satisfaction for quality and performance;
- To obtain information on ways in which the proposed Utility Case Management System can be open and flexible to meet evolving needs and requirements;
- To obtain information on ways that a cooperative partnership may exist between the DPSC, the awarded Vendor(s), and external customers;

- To obtain information showing the capabilities of integrated Utility Case Management products offered.
- To obtain industry specific information to facilitate an informed and successful RFP process, to encourage a competitive process among Vendors.

## 1.2 VENDORS

This RFI is addressed broadly to Vendors serving the Utilities industry. Vendors that provide comprehensive, fully integrated service solutions are invited to provide Vendor Information Packages.

The DPSC has not developed a RFP for a Utility Case Management System. The DPSC reserves any and all rights to solicit additional information, research relevant industry information and or discuss industry trends as it may determine is in the best interest of the DPSC and the State. This RFI in no way limits any future RFI or RFP's related to a Utility Case Management System. Further, the DPSC reserves the right to withdraw this RFI at any time and makes no representation with respect to any potential future engagements.

## 1.3 RFI OBLIGATIONS

The RFI is a request for information only, and is not a solicitation to provide goods and services to the DPSC. There will be no contract awarded as a result of the RFI. Nothing in the Vendor Information Packages, or in the DPSC's remarks or responses to the Vendor Information Packages or any individual Vendor, will be considered to be an offer, nor result in a binding obligation on behalf of the DPSC to engage the Vendor should the DPSC subsequently determine to adopt the approach or recommendations of the Vendor contained in a RFI.

Nothing in this RFI shall preclude the DPSC from purchasing other services, equipment, etc., for use as an integral part of its Utility Case Management System resulting from the procurement of a Utility Case Management System.

## 1.4 CONTACT PERSON

The DPSC is the sole point of contact with regard to all matters relating to this RFI. The designated contact person ("Contact Person") is designated below. Please note that the DPSC hereby reserves the right to clarify, modify, amend, alter or withdraw the specifications of this RFI.

All communications concerning this solicitation must be addressed to the Contact Person below:

Mr. Kevin Wright  
Application Project Leader  
Department of State

401 Federal Street  
Dover, Delaware 19904

Email: Kevin.Wright@state.de.us  
Tel: (302) 857-3035  
Fax: (302) 739-3815

#### 1.5 RESTRICTIONS ON COMMUNICATIONS WITH DPSC STAFF

Interested Vendors are to make no unsolicited contact with any DPSC personnel or agency designee regarding this RFI. A Contractor currently doing business with the DPSC may continue to do so, however any communication regarding this RFI is prohibited, unless the communication is made to the Contact Person designated in the RFI.

Any Vendor causing or attempting to cause a violation or circumvention of this ethical standard may, in the sole discretion of the DPSC, be disqualified from further solicitations of the Utility Case Management System and Associated Services.

#### 1.6 SCHEDULE

The following dates are set forth for informational and planning purposes. The DPSC reserves the right to change any of the dates. If changes are made, those Vendors receiving the original RFI will be contacted.

#### **EVENT**

	<b><u>DATE</u></b>
RFI Issued	February 14, 2011
Oral/Web Conference Presentations	March 21 – March 25, 2011
Vendor Information Packages (by 3:00 P.M. Eastern Standard Time)	April 1, 2011

#### 1.7 SUBMISSION FORM

The DPSC invites Vendors to provide a Utility Case Management System Package that will fit into a three (3) inch binder (or less) or onto a CD, including attachments and brochures. Six (6) complete copies of the material, all of which may be submitted in a single package, are desired.

The DPSC is not soliciting a formal proposal from any Vendor with this RFI. The RFI does not provide detailed specifications or state explicit requirements. The Vendor has many options regarding responses, and Vendor Information Packages will not be rejected if they avoid high levels of detail.

In addition to the Vendor Information Package, the DPSC is making available the opportunity for interested Vendors to make both an oral and web conference presentation. These presentations may last up to four hours each and are being scheduled during the week of March 21 – March 25, 2011. The DPSC audience will consist of senior management and support staff.

They will be held at the DPSC Office, 861 Silver Lake Boulevard Cannon Building, Suite 100, Dover, Delaware 19904.

If your company would like to make a presentation, please make arrangements with the Contact Person before the close of business on March 21, 2011 to arrange for a time. Scheduling will be conducted on a first come, first served basis.

#### 1.8 DEMONSTRABILITY

It is not required that every software and hardware item identified in the Vendor Information Package already be operational in some Utilities Service Commission setting, nonetheless the DPSC requests that all equipment and software identified by the Vendor, at a minimum be at the working prototype stage, and not merely reflect long range planning or design. The DPSC wishes to base any future RFP on technology that will be demonstrable as of the expected proposal submission date and available as of the implementation time.

#### 1.9 COSTS ASSOCIATED WITH SUBMISSION

Neither the DPSC nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI.

Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

#### 1.10 DISCLOSURE OF VENDOR INFORMATION PACKAGE CONTENTS

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.

All information submitted by a Vendor may be treated as public information by the DPSC. If the proposal contains confidential or proprietary information the Vendor wishes to remain confidential the Vendor must submit the "confidential" information in a separate, sealed envelope labeled "Proprietary Information". The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not a "public record" as defined by 29 Del. C sec. 10002(d), and briefly stating the reasons that each document meets the said definitions. Merely, designating a Vendor Package as "confidential and/or proprietary information" shall not automatically make the information contained in the Vendor Information Package exempt from FOIA. All requests for treatment of material as exempt from FOIA will be reviewed subject to the relevant statutory language and application of law. Notwithstanding the above, prior to the

release of any information designated as confidential by the DPSC, notification will be provided to the Vendor. Vendors are encouraged to familiarize themselves with the provisions of the relevant laws and administrative rules governing the release of information by the DPSC to the public.

#### 1.11 MULTIPLE VENDOR INFORMATION PACKAGES NOT ALLOWED

A Vendor may submit a single Vendor Information Package only. Within the single Vendor Information Package the Vendor may identify a wide range of solicited and unsolicited products, services, features, options, and substitutions that the Vendor believes may be appealing and useful to the DPSC.

#### 1.12 VENDOR STANDING FOR ANY SUBSEQUENT RFP

An RFI response is not mandatory for a Vendor to later receive an RFP and to bid on the DPSC Utilities Case Management System contract. **Nonetheless, as a result of the RFI submission, Vendors may jeopardize their qualifications to receive an RFP and participate in the DPSC Utility Case Management System bidding process if the Vendor furnishes any statement, representation, warranty, or certification in connection with this RFI or the contract resulting from a RFP that is materially false.**

#### 1.13 OWNERSHIP OF MATERIALS

Ownership of all documentary material originated and prepared for the DPSC pursuant to this RFI shall belong exclusively to the DPSC. Thus any and all documents submitted may be returned only at the option of the DPSC. The DPSC reserves the right to use any and all information contained in a Vendor Information Package to the extent permitted by law.

The Vendor will retain ownership of all intellectual property and tangible goods associated with the Vendor's presentation of their product and service capabilities.

#### 1.14 VENDOR ETHICS AND INTEGRITY

The Vendor is obligated to meet high standards of ethics and integrity in order to be considered a qualified Vendor by the DPSC. These standards can be violated according to the conditions identified below:

1. The Vendor and employees shall not offer or give any gift, gratuity, favor, entertainment, loan, or any other thing of material monetary value to any DPSC employee or State Agent.
2. The Vendor and employees of the Vendor shall not disclose any business sensitive or confidential information gained by virtue of this RFI to any party without the consent of the Director of the DPSC.

3. The Vendor and employees shall take no action to create an unfair, unethical, or illegal competitive advantage for itself or others.

## 2.0 PRODUCTS AND SERVICES

The Vendor is requested to provide information regarding the types of products and services they may offer the DPSC incident to the issuance of a RFP and the award of a contract. Vendors should describe a comprehensive set of integrated products and services. Thus certain all sections to follow are required for the Vendor Information Packages.

### 2.1 SYSTEM

Delaware Public Service Commission facility is looking for solutions that provide a fully integrated set of modules that include a relational Case Management System that provides full Agency Automation feature sets which will allow the PSC to replace the current application software and several disparate databases to achieve efficiencies not currently possible, while enhancing existing capabilities for dockets, hearings, orders, commission meetings, agendas, and certificate activities. The new system must seamlessly combine both imaging and workflow products (preferably one database engine) to allow electronic routing of applications within the PSC, provide order approval workflow with digital signatures, and include integrated document imaging as a key component. Business processes would be managed through an integrated workflow engine. Further, the PSC requires a system that is accessible via the Internet to allow public and regulated utility access via a web portal and that will allow electronic filing of tariffs and applications. Vendors are invited to discuss the architecture and technology of the system they provide that addresses the needs of the DPSC.

### 2.2 EQUIPMENT

The DPSC invites information on all the various forms of the latest state of the art equipment used at Utility Commission facilities.

The DPSC requests that the Vendor address openness and flexibility of the identified products in coping with re-configuration due to changes in the Utilities industry. In particular the Vendor should discuss what device and protocol standards the Vendor has employed in engineering the products.

### 2.3 COMMUNICATIONS

The Vendor is invited to address possible network solutions for the DPSC, including protective redundancy by incorporating a second processing site.

A number of non-traditional network alternatives are available for possible use in networks, and the DPSC is interested in hearing about these solutions as well as traditional solutions. Factors that may be addressed include security, reliability, maintainability, availability (of the service), performance, openness, and relative cost.

## 2.4 SOFTWARE SERVICES, CONTROLS, AND DATA MANAGEMENT

The Utility Case Management System must be strictly controlled in order to provide a secure and manageable environment. The Vendor is invited to provide information on the software architecture, controls, and data management tools made available within their system.

## 2.6 FACILITIES

In order to provide the products and services identified, the Vendor may provide facilities in-state, or some facilities out-of-state. The Vendor may wish to provide information on facilities they may offer to support the DPSC.

## 2.7 SERVICES

In order to provide the products and services identified, the Vendor may offer from a wide-ranging set, to a specialized set, of support services. Some of these may be provided in-state, and others out-of-state. The Vendor is invited to provide any relevant information on support services from computer and network operations to terminal maintenance and various management services.

## 2.8 OPERATIONS EXPERIENCE

The Vendor is requested to provide information relative to experience in supporting Utility Case Management Systems, equipment, software, or delivery, support, or maintenance services. The last five years of experience are the most useful to the DPSC.

## 2.9 IMPLEMENTATION

The DPSC invites Vendor information on the implementation process, from schedules to key activities, equipment, operational needs, staffing requirements, IT support and interface and any other essential or incidental requirements necessary to implement the system.



## **ATTACHMENT A: Information about the Public Service Commission**

The Delaware Public Service Commission ("PSC") is made up of five part-time [Commissioners](#), appointed by the Governor and confirmed by the Senate. The Commissioners are supported and assisted by a staff of full-time state employees. The Commission makes its decisions at formal meetings that are open to the public. Public hearings regarding rate changes, rulemakings, and complaints are conducted throughout the year.

In addition to the regulatory oversight of investor-owned utilities, the Commission's engineering staff, through an agreement with the Federal Department of Transportation's [Office of Pipeline Safety](#), inspects underground natural gas and propane systems for compliance with federal Pipeline Safety Regulations.

For regulated services, the rules that a utility must follow in providing service to its customers and the rates it may charge for that service are contained in the utility's tariff.

The Commission has developed a [pamphlet](#) which explains the role of the Commission in the regulation of public utilities, how complaints are handled at the Commission, and how to participate in a regulated rate proceeding. The Commission's [Rules of Practice and Procedure](#) also provides information and guidance about the Commission's handling of cases.

<http://bids.delaware.gov>